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ABSTRACT

General and specific interlibrary loan (ILL) policies and procedures used by this library are described, as well as the duties and responsibilities of library staff members who work with interlibrary loans. Included are locally developed forms for in-person and phone requests, handouts, a flowchart of the procedures followed when an interlibrary loan request is received, and a discussion of record maintenance with examples of in-house forms used. Samples of completed ILL request forms are appended. (Author/RBF)

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SPOKANE COMMUNITY COLLEGE LIBRARY

PUBLIC SERVICES HANDBOOK

(Interlibrary Loans)

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

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Betty Waesche, Reference Librarian
Sara McLane, Circulation Technician
June, 1981

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Interlibrary Loans - General Policies

1. All applications for interlibrary loan are handled by the Reference Department of the Library. Requests for loans are made through the Reference Librarian. Forms are provided by the Library and are available at the Circulation and Reference Desks.

2. The Library practices as liberal and unrestrictive a policy as is possible in interlibrary loans, with due consideration to the interests of its primary clientele.

3. The Library makes every effort to exhaust its own resources before resorting to interlibrary loan.

4. The SCC Library has the privilege of deciding in each case whether a particular item owned by them should or should not be loaned to other libraries and whether the original or a copy should be sent.

5. Ordinarily, the Library will not lend:

   A. books in current and/or recurring demand,
   B. bulky or fragile materials,
   C. reference materials,
   D. a large number of titles for one person at any one time,
   E. duplicates of titles which requesting library already owns,
   F. materials for class, reserve, or other group use.

6. The SCC Library will honor any limitations on use imposed by a lending library.

7. The loan period specified by the Library when acting as a lending library, will be appropriate to the type of material loaned. The loan period will be calculated as the time the item is to be at the borrowing library, disregarding the time spent in transit. Borrowing libraries have the option of renewal as long as no "holds" have been placed on items in question. Most materials loaned by SCC Library are monographs which have a three-week loan period. Most requests for periodical articles are filled through photocopy service.

8. The Library responds to the requests of borrowing libraries within 24 hours. If request cannot be filled or routed, notification is made by return mail and reason stated.

9. The Library adheres to the guidelines set forth in the Interlibrary Loan, Photocopy, and Reference Procedures Manual (Washington State Library, June, 1979). Copies of this manual may be found in the Reference Office and at the Circulation Desk. The A.L.A. Interlibrary Loan Policies Directory and Interlibrary Loan Procedures Manual also serve as reference tools.

10. If a borrowing library does not provide enough information to adequately identify the material desired, the SCC Library may return the request for additional information.

11. As a cost-reducing measure, the SCC Library uses the Washington Library Network terminal as a last resort in verification and holdings searches.

The use of the SCOALIS (Spokane County Library Automated Library Information System) terminal and the WLN Resource Directory are most frequently used for monograph searches.

12. The SCC Library charges, to non-COSAL* members, 10¢ per page for materials photocopied.

Interlibrary Loans - Local Request Policies

1. Because interlibrary loan procedures can be slow and a fairly costly method of obtaining library materials, patrons are encouraged to use available, local sources for what they need.

2. Patrons are asked to fill out request forms themselves. In addition to providing their telephone numbers, they are encouraged to note the time of day at which they may be reached by phone. Those without a phone are asked to check back on the status of the request in 10 days. (See Appendix I.)

3. The Reference Librarian screens all Interlibrary Loan requests from SCC patrons. The Public Services Librarian, the Circulation Technician, and the Reference Librarian assist them in the use of bibliographic tools used for verification purposes.

4. ILL request forms are available at the Reference Desk and the Circulation Desk; yellow for periodicals; blue for books.

5. Patrons are informed that it is not always possible to fill each interlibrary loan request, but that they will be notified as to its status.

6. No more than five ILL requests per week may be initiated by an individual patron.

7. Patrons shall be informed that fiction and non-fiction books in current popular demand should not be requested and/or any other pertinent interlibrary loan restrictions.

8. Any patron normally considered to be part of the borrowing library's clientele is eligible for interlibrary loan privileges (e.g., administration, faculty, staff, and students presently enrolled).

*COSAL is an acronym for Council Of Spokane Area Libraries

Interlibrary Loans - Procedural Statement

1. Patron initiates request by filling out proper cards (see below).

SCC Interlibrary Loan Book Request
Please type or print plainly; use no abbreviations

Author _____ *(Last name)* _____ *(First names)*
Title _____
Publisher _____ Date of publication _____
Printed Source of Reference *(Include vol. if any, date of publication, page no., etc.)* _____

Borrower _____ Faculty _____ Student _____ Staff _____
Address _____
Phone _____ Dept. _____ Last Usable Date _____

SCC Interlibrary Loan Periodical Request
Please type or print plainly; use no abbreviations

Periodical Title _____
Volume No. _____ Date of Publication _____ Page Numbers _____
Author of Article _____
Title of Article _____
Printed Source of Reference *(Include vol. if any, date of publication, page no., etc.)* _____

Borrower _____ Faculty _____ Student _____ Staff _____
Address _____
Phone _____ Dept. _____ Last Usable Date _____

2. The Reference Librarian screens and verifies all requests; checks request cards for completeness, accuracy, and legibility. A.L.A. interlibrary loan request forms are filled out according to procedures recommended in the Interlibrary Loan, Photocopy, and Reference Procedures Manual.

3. The Reference Librarian follows these procedures upon completion of A.L.A. interlibrary loan request forms (See Appendix II.):

   A. A photocopy of the request is made on an interlibrary loan request sheet, located affixed to the front inside cover of the "Interlibrary Loans" three-ring binder on the Reference Librarian's desk. (See Appendix III.)

   B. Appropriate statistics are entered on the sheet labeled "Interlibrary Loan Service" also found in the binder as they relate to borrower status, month, and material classification. (See Appendix IV.)

   C. Photocopied A.L.A. forms are filed alphabetically by title of monograph or periodical behind the "Active" label. Three blanks on the sheet are filled out: "person initiating request", "date sent", and "lending library", along with phone number at which requesting patron may be reached. Sheet "D" is stapled to this photocopy.

   D. Original A.L.A. interlibrary loan request forms are sent to holding libraries, or switching centers, according to WLN routing protocols.

4. When requested material arrives from lending library the Reference Librarian follows these procedures:

   A. The Circulation Technician is given the material to prepare for circulation, and it is placed in the "Hold" area of the Circulation Desk.

   B. The Reference Librarian contacts the patron for whom the material has been borrowed.

   C. The arrival date of the material and the turn-around-time are noted by the Reference Librarian in the "Interlibrary Loans" binder located on the desk in the Reference Office.

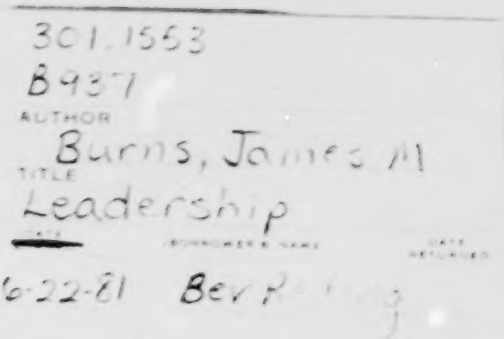
   D. If material becomes overdue, the usual procedure for overdues is initiated by the Circulation Technician. If renewals are requested, they are handled by the Reference Librarian.

5. The Circulation Technician prepares material for circulation by following these procedures:

   A. If due date is not evident in material borrowed, a pad card is so dated and attached to material.

   B. A book card (white; located at the Circulation Desk) is filled out

with call number, author, title, and borrower name. Due date is noted.



C. A copy of the original A.L.A. request and any accompanying mailing label is paperclipped to the card.

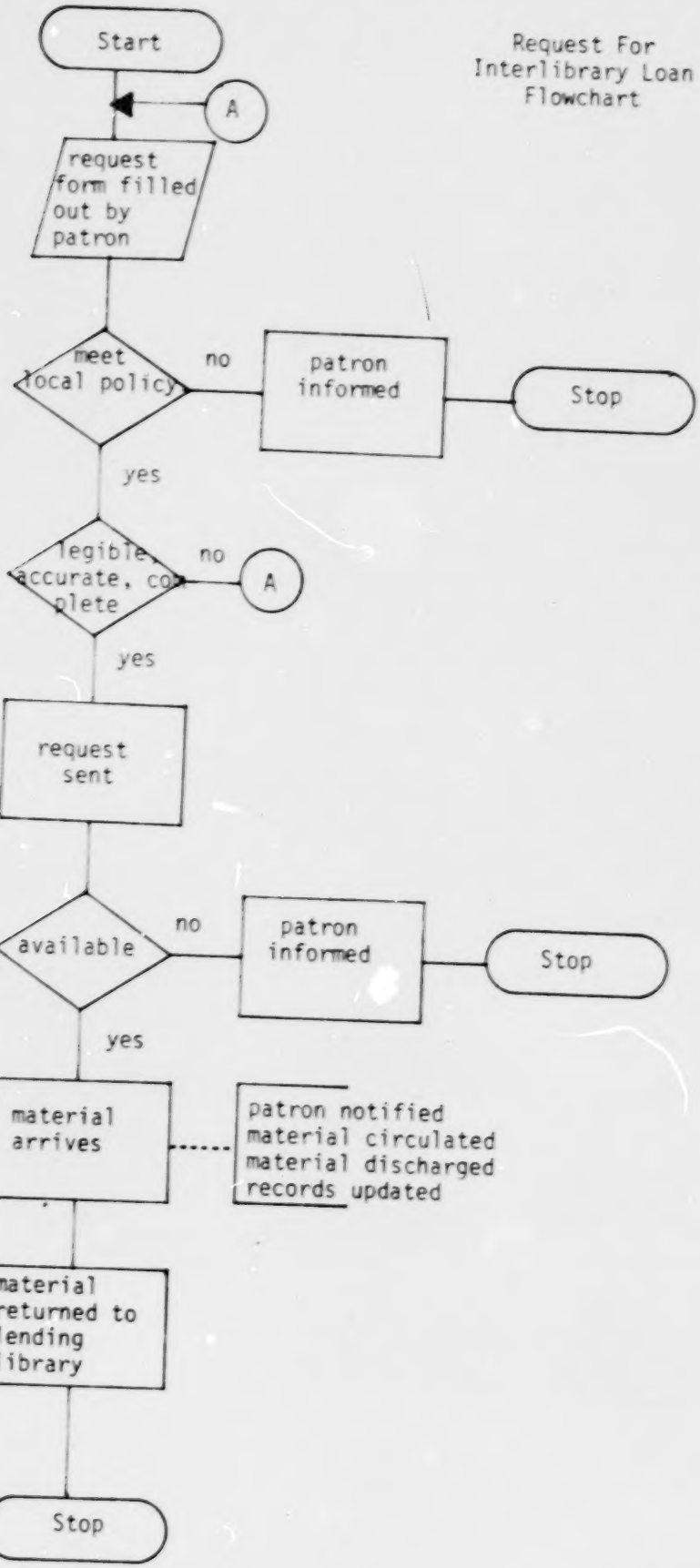
D. The book card is filed, alphabetically according to borrower's last name, in the circulation file under "Interlibrary Loans".

6. The Circulation Technician handles all requests from other libraries for interlibrary loans from the SCC Library.

7. The Reference Librarian is responsible for assuring the circulation and return to lending library of materials borrowed by the SCC Library on interlibrary loan. When materials are returned, date of return is noted on the photocopy of the original A.L.A. interlibrary loan request form, located in a three-ring binder labeled "Interlibrary Loans" on the Reference Office Desk. The photocopy is filed behind the "Inactive" label, alphabetically by title of monograph or periodical. At the same time the material is returned to the lending library, the A.L.A. interlibrary loan form sheet "D" is sent, under separate cover.

8. A separate file of A.L.A. forms is maintained by the Reference Librarian for requests for copies of materials to which CONTU "Guidelines" apply. This record is a single, alphabetical arrangement of titles, for periodical materials, and main entry, for parts of copyrighted works. A record is retained for four years from the date of request.

Request For
Interlibrary Loan
Flowchart



SCC Library As Lending Library - Requests By Telephone

The following form is used when a request to borrow is made by phone:

DATE:_____

SENT:_____
DUE:_____

Spokane Community College Library
ILL Telephone Form

Person calling Library _____
_____
_____
_____

Author (or periodical title, volume, year):_____

Title (or author and pages of periodical article):_____
_____

Call Number:_____ Notes:_____
_____

Person taking request_____

On-Campus Interlibrary Loan Requests - Delivery Of Material Through Campus Mail

The following form is inserted in materials requested by faculty, staff, and/or campus administrators when the campus mail service is used:

SPOKANE COMMUNITY COLLEGE LIBRARY

Here is the material you requested through Interlibrary Loan Service. Thank you for letting us help you.

Interlibrary Loan Service
Extension 437

APPENDIX I

How to fill out Interlibrary Loan Request cards (Sample of handout available at Circulation Desk for patron use.)

INTERLIBRARY LOANS

Before you start...

Have you checked available, local sources? (It's much faster.)

If so...

Fill out the appropriate card and be prepared to wait a minimum of ten days for your material.

Book Request (blue)

SCC Interlibrary Loan Book Request

Please type or print plainly; use no abbreviations

Author: Le Fevre, Edwin (Last name, First names)

Title: Reminiscences of a stock operator

Publisher: Greenwood Press 1976 (Date of publication)

Printed Source of Reference (Include vol. if any, date of publication, page no., etc.): Books in Print 1978-79 p 2111

Borrower: Pat Dazell — Faculty ___ Student ___ Staff ✓

Address: N. 4116 Adams Spokane 99506

Phone: 466-9199 (after 6:00) Dept. Apt 4B — Last Usable Date: 10/30/79

Periodical Request (yellow)

SCC Interlibrary Loan Periodical Request

Please type or print plainly; use no abbreviations

Periodical Title: Today's Education

Volume No.: 64 — Date of Publication: Apr 1978 — Page Numbers: p. 54-6

Author of Article: M. Blaufarb

Title of Article: As I see coed physical education

Printed Source of Reference (Include vol. if any, date of publication, page no., etc.): Reader's Guide v 78 Aug. 78 p 10

Borrower: Ron Shuh — Faculty ___ Student ✓ Staff ___

Address: E 9219 Riverside Spokane 99218

Phone: 523-6087 (after 4:00) Dept. — Last Usable Date: Nov 1, 79

Not available:

...most paperbacks
...best sellers
...large number of titles for one person at any one time (maximum: 5 per week)
...forthcoming books

APPENDIX II

A.L.A. Interlibrary Loan Request Form

Date of request

Not needed after

Requester's order no

Call No.

Interlibrary Loan Service
Spokane Community College
Spokane, WA 99207

A
REQUEST

For use of

Status

Dept

Book author OR periodical title vol and date

Book title edition place year series OR periodical article author title pages ☐ This edition only

Verified in OR item cited in

ISBN or ISSN or LC card or OCLC or other number if known

If non-circulating & cost does not exceed $ _____ please supply ☐ Microfilm ☐ Hard copy

Request complies with
☐ 108 (g) (2) Guidelines (CCG)
☐ other provisions of copyright law (CCL)

AUTHORIZED BY _____
(FULL NAME) Title _____

Request for ☐ LOAN or ☐ PHOTOCOPY
According to the A.L.A. Interlibrary Loan C

REPORTS: Checked by
SENT BY ☐ Library rate ☐
Charges $ Insured for $
Date sent
DUE

RESTRICTIONS: ☐ For use in library onl
☐ Copyright not permitted ☐

NOT SENT BECAUSE: ☐ In use
☐ Not Owned
☐ Non Circulating
☐ Request of

Estimated Cost of ☐ Microfilm
☐ Hard copy

BORROWING LIBRARY RECORD:
Date received
Date returned
By ☐ Library rate ☐
Postage enclosed $ Insured for $

RENEWALS: ☐ Not renewable
Requested on
Renewed to
for period of renewal

APPENDIX III

Spiker
(Person initiating request)

T.A.T.* 3 days

INTERLIBRARY LOAN REQUEST

Date sent 02-03-81 Lending library Sp

Received 02-06-81

Date of request 02-02-81 Not needed after 03-02-81 Requester's order no.

Call No.

Interlibrary Loan Service
Spokane Community College
Spokane, WA 99207

A
REQUEST

979
B114

For [illegible] Carlyn Spiker Status Faculty Dept Library

Babcock, Chester

Book: author, title, edition, place, year, series OR periodical: article author, title, pages ☐ This edition only

Our Pacific Northwest, yesterday and today. McGraw-Hill, 1963.

Verified in OR transcribed in WLN RD T 094

ISBN or ISSN or LC card or OCLC or other number if known

Non-circulating. If cost does not exceed $ _____ please supply ☐ Microfilm ☐ Hard copy

Interlibrary Loans
Spokane Public Library
W. 906 Main Ave.
Spokane, WA 99201

AUTHORIZED BY Betty Waesche
(FULL NAME)
Title Reference Librarian

Request for X LOAN or ☐ PHOTOC
According to the A.L.A. Interlibrary Lo

REPORTS: Checked by

SENT BY ☐ Library rate ☐
Charges $ Insured for $
Date sent
DUE

RESTRICTIONS: ☐ For use in librar
☐ Copying not permitted ☐

NOT SENT BECAUSE: ☐ In use ☐ Not Ow
☐ Non Circulating
☐ Request of

Estimated Cost of ☐ Microfilm ☐ Hard copy

BORROWING LIBRARY RECORD:

Date received
Date returned 02-09-81
By ☐ Library rate ☐
Postage enclosed $ Insured for $

RENEWALS: ☐ No renewals
Requested on
Renewed to (or period of renewal)

Note: the receiving library assumes responsibility for non-receipt

*Turn-around-time:
(number of days elapsed
between date sent & received)

APPENDIX IV

YEAR _____

Interlibrary Loan Service
Spokane Community College
Learning Resource Center

	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
000												
100												
200												
300												
320												
370												
400												
500												
600												
610												
620												
630												
650												
700												
790												
800 (includes fiction)												
900 - 910												
920												
930 - 999												
Periodicals												
TOTAL (monthly)												
TOTAL (for year)												